

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	777	1,131	-31% ▼
	Admits	247	347	-29% ▼
	Discharges	228	670	-66% ▼
	Service Hours	4,744	4,773	-1%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	777	100.0%

Consumer Satisfaction Survey

(Based on 120 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Recovery		96%	80%	79%
✓ Respect		95%	80%	91%
✓ Outcome		93%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	50	6%	9%
26-34	254	33% ▲	22%
35-44	202	26%	21%
45-54	179	23%	20%
55-64	91	12%	20%
65+	1	0%	7%

Gender	#	%	State Avg
Male	407	52%	59%
Female	369	48%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	432	56% ▲	9%
Non-Hispanic	301	39% ▼	71%
Hisp-Puerto Rican	31	4%	12%
Hispanic-Other	13	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Unknown	421	54% ▲	5%
White/Caucasian	266	34% ▼	64%
Black/African American	61	8%	16%
Other	25	3%	13%
Am. Indian/Native Alaskan	4	1%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	269	300	-10% ▼
Admits	87	111	-22% ▼
Discharges	92	110	-16% ▼
Service Hours	1,300	1,705	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		55	60%	50%	79%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		232	86%	60%	66%	26% ▲
✓ Stable Living Situation		233	87%	80%	84%	7%
✓ Employed		67	25%	20%	27%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		173	98%	90%	76%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	341	327	4%
Admits	103	103	0%
Discharges	88	149	-41% ▼
Service Hours	3,151	3,069	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	89%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		253	74%	50%	74%	24% ▲
✓ Self Help		271	79%	60%	79%	19% ▲
● Stable Living Situation		268	79%	80%	79%	-1%
● Employed		63	18%	20%	18%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		239	94%	90%	94%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

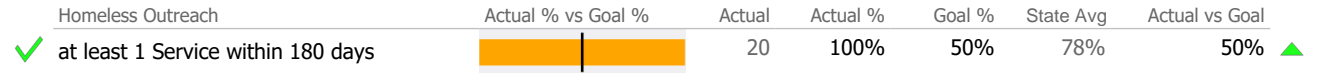
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Intensive Case Management Programs

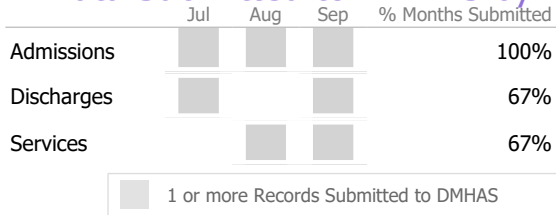
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38		
Admits	21	-	
Discharges	11	-	
Service Hours	292	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	142	-4%
Admits	36	35	3%
Discharges	37	28	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	68%	50%	79%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		129	93%	80%	84%	13% ▲
● Self Help		82	59%	60%	66%	-1%
● Employed		12	9%	20%	27%	-11% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs